

Amendments to the Specification

Please replace lines 14-25 of page 9 of the specification with the following paragraph:

In each power plant to which an answer system of this embodiment is applied, computers 1 or mobile terminals 2 which are used by operators or maintenance engineers (hereafter referred to as users), are provided. Each user can use an internet via the computers 1 and the mobile terminals 2. Also, the user can access an answer system 5 for the ~~uses~~users, which is incorporated in a web server 4 for users, set p by a power plant maker (hereinafter referred to as an information service furnisher) via the internet. A fire wall 17a is provided to prevent an ~~unrighteous~~unauthorized access performed by an outside person (outsider), and it permits an access to the answer system 5 for the users, which is conducted by a registered user.

Please replace lines 24 of page 10 through page 12, line 6 of the specification with the following paragraph:

An answer system 12 for the information service furnisher, which is operated in the intranet 11, is situated in the second web server 10. The answer system 12 for the information service furnisher includes an information processing program 14 for periodically taking in contents of respective inquiries sent from the users, which are stored in the inquiry content data base 9, and for creating each answer, which is implemented by a answer center 18; an inquiry content data base 15 in which the contents of respective inquiries sent ~~form~~from the users are stored; an automatic translation program 16 for translating, for example, an inquiry written in a foreign

language such as English to a Japanese inquiry; an electronic meeting system 13 by which a meeting about the inquiry sent from the user is held online; an inquiry history data base 72 in which a history of all inquiries sent from the users are stored; a technical document data base 73 in which technical documents such as a design specifications, design drawings, etc; and a retrieval system 74 for retrieving information in the inquiry history data base 72 or the technical document data base 73. The answer center 18 includes at least; one inquiry-managing person 20, one translator 21, one answer-creating person 22, and one system-managing person 23. Further, processes implemented for creating each answer are executed by these persons while using an information processing program (2) 14. Also, the retrieval system 74 retrieves information stored in the inquiry content data base 15 or the inquiry history data base ~~73~~72 in accordance with the request sent from the answer center 18. The contents of the answer created by the answer center 18 are made up as an answer document 25, and this answer 25 is sent to the user by e-mail via a mail server 24.

Please replace lines 7-22 of page 12 of the specification with the following paragraph:

The user accesses the web server 4 for the users, in which the answer system 5 for the users is incorporated, via the internet 3, by inputting the mail address of which the user ~~are~~is informed in advance, while using the computer 1 or the mobile terminal 2. Further, the user ~~logins~~logs in with his identifier and a password, of which he is informed in advance, on the first picture displayed by the answer system 5 for the users. Also, the user sends his inquiry to the web server 4

for the users, or receives an answer document or a technical document according to guides which are displayed in pictures shown by the information processing program

(1) 6. Meanwhile, the contents of the inquiry sent by the user are stored in the inquiry history data base 8 and the inquiry content data base 9. Furthermore, the user acquires information for operations or maintenance of the plant from the disclosed document data base 7.